

What is the Ombudsman Program?

- A way to assure the rights of residents in long-term care facilities.
- A way to solve problems and handle complaints.
- A free and confidential service.
- A nationwide program operated in Missouri through the Area Agencies on Aging or the designated sponsoring organization.

What is an Ombudsman?

- A person assigned to a specific long-term care facility in their community whose responsibility is to talk to residents, to help resolve problems and be a friend from outside the facility.

Who are Ombudsmen?

- Volunteers who visit in long-term care facilities, who care about residents, who are specially trained to help and who receive continued training and supervision by expert staff.

For more information or to secure the services of an Ombudsman

WRITE OR CALL:

Department of Health and
Senior Services
**State Office of Long-Term
Care Ombudsman**
P.O. Box 570
Jefferson City, MO 65102

1-800-309-3282



For hearing impaired:
Call RELAY MISSOURI
Text Telephone: 1-800-735-2966
Voice: 1-800-735-2466

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Services provided on a nondiscriminatory basis.

How the Long-Term Care Ombudsman Program can help you



**The
Ombudsman Volunteer is:**

IF YOU LIVE IN A LONG-TERM CARE FACILITY...

- The ombudsman visits the long-term care facility each week, taking the time to listen to your concerns.
- You can share concerns about your situation or other problems that bother you. Unless you give permission for the ombudsman to share, these matters are kept confidential.
- If you want help, the ombudsman can assist you and will try to reach a solution that is fair to everyone involved.
- The ombudsman can also show you what your rights are as a long-term care facility resident in the State of Missouri.

Remember....

- The ombudsman is a volunteer who works under the direct supervision of a professional staff and is specially trained to help residents.
- The ombudsman is not a state inspector or an employee of the long-term care facility.
- Services of the ombudsman are free and confidential.

IF YOU HAVE A RELATIVE OR FRIEND IN A LONG-TERM CARE FACILITY...

- As a friend or relative, you may have concerns or questions about the resident's care, charges for that care, or obtaining services from resources outside the facility.
- The ombudsman can help you achieve and maintain a helpful relationship with facility staff.
- You may call on the ombudsman for advice and assistance on behalf of the resident.
- The ombudsman can help you clarify the state long-term care facility regulations that apply to your situation.

Donations are accepted:

- The local long-term Ombudsman programs are non-profit and can accept donations. Please make check payable to the Long-Term Care Ombudsman Program, specify the desired county or city, and mail to: PO Box 570, Jefferson City, MO 65102. All donations will be forwarded to the local long-term care Ombudsman program. Donations are tax deductible.

IF YOU WORK IN A LONG-TERM CARE FACILITY...

- Ombudsman volunteers seek to promote helpful conversation between residents and staff. If you work in a long term care facility, the Ombudsman Program can help you in several ways.
- The volunteer ombudsman can take the time to visit with residents who have special needs. You may refer such residents to the ombudsman.
- Visiting with residents, the ombudsman may learn about their particular concerns. This can be a resource to help you better understand residents' individual needs.
- The ombudsman helps to work out complaints or other problems within the home to everyone's satisfaction, as far as possible. Often the ombudsman can help find solutions to small problems before they become large problems.
- Regardless of whether the ombudsman is working with facility staff, a resident, or the family of a resident, all information is kept confidential until/ unless permission is given to share.